

PRESS RELEASE



Hangzhou, March 2019

Allianz Partners Greater China successfully held its 10th National Service Providers Conference

Allianz Partners Greater China recently held its 10th National Service Providers Conference in Hangzhou with the theme "Collaboration and Innovation". It brought together more than 350 participants including professionals and experts from its service providers and organizations across the broad automotive ecosystem in China, including senior-level positions from Allianz Partners and Co-Sponsor Jiangsu Zhongqi Hi-Tech along with top representatives from EVchong, NavInfo, Audatex and Foton Motor.

The conference illustrated that the full support of its nationwide partners has been crucial for Allianz Partners maintaining its leading position in the roadside assistance sector over the past 16 years despite the many challenges brought by changes in the market environment. In the future, Allianz Partners and its service providers will continue to collaborate for even more productive results.

Mr. Christophe Aniel, CEO of Allianz Partners Greater China, expressed his appreciation to providers' critical contribution and effective collaboration as the network partnerships are absolutely the key to the smooth service delivery of its value proposition to both car manufacturers and financial institutions as well as the driver on the roadside. "We are now also deploying accident towing services, e-loss adjustment and digital claims solutions as well as some non-auto related services around home and health." said Christophe.

While Mr. Giancarlo Scupino, Regional COO of Allianz Partners Greater China and Japan, echoed that Allianz Partners will provide further profitable growth opportunities and mutual benefits to its providers. "We have developed a mutual trust and support relationship with our key providers and this conference has become the major event for the roadside assistance industry in China. While digitalization remains the key word, we take the opportunity to thank our providers for embracing our model of direct dispatch in the past years, and could show a clear correlation between the rise of digital indicators and the improvement of arrival times and customer satisfaction. Our key message was: we are strong together, and Allianz Partners will continue to support the development of our industry and bring new opportunities to these providers. New lines of business such as EV car services and Accident Management will be strong in our agenda for the future." said Giancarlo.

Since the start of its business in China 16 years ago, Allianz Partners has been committed to developing a high-quality nationwide network of assistance providers to ensure best-in-class services for its customers. The extensive network enables the company to fulfill the diversified needs of varied customers, ensuring rapid and accurate services anytime, anywhere. With more than 14,000 road assistance providers, Allianz Partners China now serves more than 40 medium and premium automobile brands and over 60 financial institutions. In 2018, it handled 4,746,411 roadside assistance cases, attaining an NPS (Net Promoter Score) of 87%.

Remarkable achievements have been made in roadside assistance operations thanks to close collaboration with service providers across China. During the Conference, special awards were presented to the best-performing providers to recognize their contribution to service excellence.

In response to customer demands, fierce competition and a market environment that is increasingly focused on cost and quality, Allianz Partners continues to innovate by exploring network management in the 2.0 era.

Its Hexalite solution evolved through several upgrades in 2018 that included solutions in scheduled dispatching, mileage tracking, greater search radius, client portals, dynamic algorithms, proof management, a reverse auction platform etc. Together the improvements have furthered the journey to becoming more intelligent and smarter.

"The China competitive landscape is fast changing, Allianz Partners will work closely with service providers on automation, digitalization and cost containment, utilizing innovative technologies to offer customers 'high-tech, high-touch' experience and continue to lead in sustainable development of China's roadside assistance industry." said Christophe.

About Allianz Partners

One of Allianz entities, Allianz Partners is a world leader in B2B2C insurance and assistance, specializing in the areas of international health & life, automotive, assistance and travel insurance. Operating in over 78 countries, Allianz Partners offers global solutions that are redefining help, going beyond traditional insurance to help and protect customers wherever they are and whenever they need it. Our innovative experts deliver future-ready, high-tech, high-touch products and services through four commercial brands: Allianz Assistance, Allianz Care, Allianz Automotive and Allianz Travel. Our 19,000 employees handle over 54 million cases each year, motivated to go the extra mile to help and protect customers and employees around the world. We opened our China business unit in 2003 as a wholly foreign owned company in Beijing. As the first assistance company in China certified with ISO9001:2008; upgraded with ISO9001:2015 in 2017, today Allianz Partners is the leading provider of outsourced roadside services in mainland China. With our national provider network and advanced technologies, we've been consistently working on providing more excellent, efficient and secured solutions, creating more values for your clients and customers.

For more information, please visit: <http://www.allianz-worldwide-partners.com.cn>

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